Customer Service

eslvideo.com Quiz by: Raquelash

1. What does the customer say he is annoyed about?

○ a.) The store is too busy

○ b.) The products he bought do not work

○ c.) The prices are too high

2. How long ago did the customer buy the drill?

○ a.) One week ago

○ b.) Two weeks ago

○ c.) Three weeks ago

3. What does the customer want from the store?

○ a.) A replacement drill

○ b.) A refund

○ c.) A discount

4. How does the employee respond to the customer's frustration?

○ a.) By ignoring him

○ b.) By understanding and wanting to help

○ c.) By arguing back

5. What solution does the employee suggest?

○ a.) To give the customer a discount

○ b.) To get a new drill and test it

○ c.) To apologize and do nothing

6. What does the customer want to do before leaving the store?

○ a.) Test the new drill

○ b.) Speak to the manager

○ c.) Leave immediately

7. How does the customer feel after testing the new drill?

○ a.) Angry

○ b.) Happy

○ c.) Confused

8. What does the employee thank the customer for?

○ a.) For being patient

○ b.) For coming to the store

○ c.) For complaining

9. What does the customer admit about his behavior?

○ a.) He was calm and polite

○ b.) He was hotheaded and frustrated

○ c.) He was indifferent

10. What does the employee hope for the future?

○ a.) That the customer will not return

○ b.) That the customer will think of them next time

○ c.) That the customer will complain again

Gap-fill

Complete these sentences with the words in the box.

Wordbank

1.

2.

Transcript

Morning, sir. How can I help you today?

You know what, I'm a little annoyed. I keep coming in here and you guys keep screwing up. Now I've had about enough and I'm taking my business somewhere else.

Sir, I can tell that you're really frustrated, and I'd sincerely like to help. Can you tell me what the problem is?

You know what the problem is? I bought this drill 2 weeks ago, I go home to use it, it doesn't work. I bring it back and you guys give me this, it doesn't work as well. Now I've spent a lot of time and money driving back and forth just to have you guys screw up over and over, and I've had it. I want my money back.

Okay, sir, so I just want to make sure that I understand. You purchased a drill from us and you took it home, you found out it didn't work, so you came back, got a replacement drill, and that one didn't work as well.

That's exactly right.

You know what, I can understand your frustration. If I had purchased a drill and taken it home, and twice it didn't work, I'd be really frustrated as well, especially when it was my valuable time that was at stake.

Finally someone gets it.

Sir, I'm sorry you're unhappy with your purchase, and I'd like to work together to turn things around. Just like you, I would be really disappointed if this had happened to me. Is there something that I can do that would make this right? Can we come up with a solution?

You know what, all I want, all I want is to have a drill that works. I just want to leave here today, go home, and have a product that works.

Okay, so what if I were to go and get a drill from the back, we open up the package,

allow for you to test it before you leave the store to make sure that it works, would that be okay?

If you can bring a drill out here and prove to me that it's going to work when I leave, then fine.

Yes, okay. If you bear with me one moment, I'll be right back, sir.

Okay, here you go, sir. Here's one that you can open up and make sure that it works before you leave.

Seems to be all right.

Yeah?

Okay, that's what it seems to work.

I want you to know that when I went back to grab this, I spoke to my manager. I want to thank you for taking the time and bringing this to our attention.

Okay, well, I appreciate that. And you know what, I know I came in here a little hotheaded and frustrated, but I appreciate the fact that you were able to get me a drill that works today.

You're very welcome. I hope that next time that you have a need for something like this, that you'll think of us.

There you go, sir.

Okay, great, thank you.

You're very welcome.